MANAGEMENT GUIDELINES

The telecommunications industry is rapidly advancing in technology that is both sophisticated and complex. In conjunction with this is the ongoing threat of fraud and abuse within telecommunications systems and equipment. Agencies should take precautionary steps to minimize their vulnerability to fraudulent activities that may incur thousands of dollars in costs. The TD maintains a CALNET Fraud and Abuse Program and publishes ATR Bulletins to alert agencies to recent toll fraud activities, scams or security risks. See ***Chapter 0500.0, Fraud and Abuse category.***

Agencies should:

- Establish and publish guidelines for users to reduce vulnerability to fraudulent activities. For example,
  - Users should not accept collect calls or transfer calls to public telephone operators.
  - Users should be aware that valid telephone company representatives will not ask their customers to transfer them to another telephone number or operator.
  - Telephone users should not give out information regarding the agency's telephone service (such as access codes, call forwarding features, network dialing plan, etc.) to persons they do not know.
  - Employees should be cognizant of their surroundings when placing calling card calls in order to protect the confidentiality of their Personalized Identification Number (PIN). Avoid placing calls from any telephone that displays the numbers being dialed.
  - Users should use caution in returning pages to numbers with a "900" or "700" area code. These area codes are also "pay-per-call" services and will automatically generate a charge to the calling party. In California, this also applies to calls with a "976" prefix.
  - Users should keep cellular phones in the "off" or lock position when not in use to minimize the potential for cloning.
- Update guidelines when new fraudulent activities, scams or abuses are identified.

- Establish policies and guidelines for ensuring and maintaining security of telecommunications equipment rooms.
- Verify identification of all individuals requesting access to telephone equipment rooms and provide escort and supervision while work is in progress.
- ATR's should review ancillary equipment, such as voicemail systems, interactive voice response units, auto attendants, etc. to ensure that necessary security options are implemented. This reduces the potential to fraudulently access and manipulate systems to obtain a dial tone for placing calls.
- ATR's should review telephone lines to ensure the appropriate class of service restrictions (or call restrictions) are established according to the user's calling requirements.
- ATR's should report all fraudulent or suspicious incidences to the TD, Program Management & Administration, Fraud/Abuse Monitoring.

See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.